

SEP 07 2005

Atty Docket No. 020366-077710US

PTO FAX NO.: 1-571-273-8300

ATTENTION: Examiner Ashokkumar B. Patel

Group Art Unit 2154

OFFICIAL COMMUNICATION
FOR THE PERSONAL ATTENTION OF
EXAMINER Ashokkumar B. Patel

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that the following documents in re Application of Richard Cerami, et al., Application No. 09/921,275, filed August 1, 2001 for PROACTIVE SERVICE REQUEST MANAGEMENT AND MEASUREMENT are being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Documents Attached

1. Supplemental Information Disclosure Statement
2. Fee Transmittal

Number of pages being transmitted, including this page: 5

Dated: September (7), 2005


Mark T. Davis

*PLEASE CONFIRM RECEIPT OF THIS PAPER BY
RETURN FACSIMILE AT (415) 576-0300*

TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, Eighth Floor
San Francisco, CA 94111-3834
Telephone: 415-576-0200
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0407

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PTO/SB/17 (12-04)

Effective on 12/08/2004. Fees pursuant to the Consolidated Appropriations Act, 2005 (H.R. 4818). FEE TRANSMITTAL For FY 2005		Complete if Known	
<input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27		Application Number	09/921,275
		Filing Date	August 1, 2001
		First Named Inventor	Cerami, Richard
		Examiner Name	Ashokkumar B. Patel
		Art Unit	2154
TOTAL AMOUNT OF PAYMENT (\$ 180)		Attorney Docket No.	020368-077710US

METHOD OF PAYMENT (check all that apply)

- ☐ Check ☐ Credit Card ☐ Money Order ☐ None ☐ Other (please identify): _____
☒ Deposit Account Deposit Account Number: 20-1430 Deposit Account Name: Townsend and Townsend and Crew LLP
 For the above-identified deposit account, the Director is hereby authorized to: (check all that apply)
☒ Charge fee(s) indicated below ☐ Charge fee(s) indicated below, except for the filing fee
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FEE CALCULATION**1. BASIC FILING, SEARCH, AND EXAMINATION FEES**

Application Type	FILING FEES		SEARCH FEES		EXAMINATION FEES		Fees Paid (\$)
	Fee (\$)	Small Entity Fee (\$)	Fee (\$)	Small Entity Fee (\$)	Fee (\$)	Small Entity Fee (\$)	
Utility	300	150	500	250	200	100	
Design	200	100	100	50	130	65	
Plant	200	100	300	150	160	80	
Reissue	300	150	500	250	600	300	
Provisional	200	100	0	0	0	0	

2. EXCESS CLAIM FEES

Fee Description	Fee (\$)	Small Entity Fee (\$)
Each claim over 20 or, for Reissues, each claim over 20 and more than in the original patent	50	25
Each independent claim over 3 or, for Reissues, each independent claim more than in the original patent	200	100
Multiple dependent claims	360	180

Total Claims	Extra Claims	Fee (\$)	Fee Paid (\$)	Multiple Dependent Claims	Fee (\$)	Fee Paid (\$)
-20 or HP =	x	=				
HP = highest number of total claims paid for, if greater than 20						
Indep. Claims	Extra Claims	Fee (\$)	Fee Paid (\$)			
-3 or HP =	x	=				
HP = highest number of independent claims paid for, if greater than 3						

3. APPLICATION SIZE FEE

If the specification and drawings exceed 100 sheets of paper, the application size fee due is \$250 (\$125 for small entity) for each additional 50 sheets or fraction thereof. See 35 U.S.C. 41(a)(1)(G) and 37 CFR 1.16(s).

Total Sheets	Extra Sheets	Number of each additional 50 or fraction thereof	Fee (\$)	Fee Paid (\$)
- 100 =	/ 50 =	(round up to a whole number) x	=	

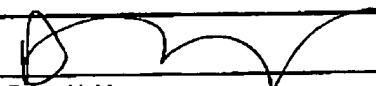
4. OTHER FEE(S)

Non-English Specification, \$130 fee (no small entity discount)

Other: Submission of Information Disclosure Stmt

Fees Paid (\$)

180

SUBMITTED BY			
Signature		Registration No. (Attorney/Agent)	48,602
Name (Print/Type)	Brian N. Young	Telephone	415-576-0200
		Date	September (7), 2005

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SEP 07 2005

PATENT

Attorney Docket No.: 020366-077710US

I hereby certify that this correspondence is being sent by facsimile transmission to:

Examiner Ashokkumar B. Patel at Fax No.: 1-571-273-8300

On Sept 7, 2005

TOWNSEND and TOWNSEND and CREW LLP

By: Mark T. Davis

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Richard Cerami, et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST
MANAGEMENT AND
MEASUREMENT

Group Director: 2154

Examiner: Ashokkumar B. Patel

Art Unit: 2154

SUPPLEMENTAL INFORMATION
DISCLOSURE STATEMENT UNDER 37
CFR §1.97 and §1.98

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO/SB/08A are being called to the attention of the Examiner. Copies of the references [in compliance with the requirements of 1287 OG 163] are enclosed. It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

This IDS is being filed on or before payment of the issue fee.

09/08/2005 CCHAU1 00000056 201430 09921275

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Richard Cerami, et al.
Application No.: 09/921,275
Page 2

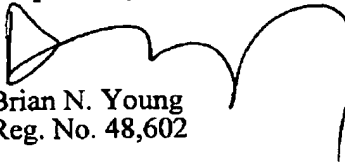
PATENT

CERTIFICATION

I hereby certify that no item of information contained in the Information Disclosure Statement filed herewith was cited in a communication from a foreign patent office in a counterpart foreign application, and, to my knowledge after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of this Information Disclosure Statement.

Please charge the IDS fee of \$180 to Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,


Brian N. Young
Reg. No. 48,602

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SEP 07 2005

PTO/SB/08A (08-03)

Substitute for form 1449A&B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Complete if Known			
		Application Number	09/921,275		
		Filing Date	August 1, 2001		
		First Named Inventor	Cerami, Richard		
		Art Unit	2154		
		Examiner Name	Ashokkumar B. Patel		
Sheet	1	of	1	Attorney Docket Number	020368-077710US

U.S. PATENT DOCUMENTS+					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number Kind Code ² (if known)			
	AA	US 5,737,319	04-1998	Croslin et al.	
	AB	US 5,812,529	09-1998	Czarnik et al.	
	AC	US 5,870,558	02-1999	Branton et al.	
	AD	US 5,978,358	11-1999	Wang et al.	
	AE	US 6,023,456	02-2000	Chapman et al.	
	AF	US 6,160,810	12-2000	Brodigan	
	AG	US 6,208,637	03-2001	Earnes	
	AH	US 6,578,077	06-2003	Rakoshitz et al.	
	AI	US 6,597,660	07-2003	Rueda et al.	
	AJ	US 6,597,689	07-2003	Chiu et al.	
	AK	US 6,804,714	10-2004	Tummalapalli	
	AL	US 6,891,825	05-2005	O'Dell et al.	

Examiner Signature		Date Considered	
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

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